

## How to Use the Janitorial Services, Environmentally Preferable Statewide Contract

<b>Contract #:</b> FAC81	Contract Duration: 2/1/2014 to 1/31/2017
<b>MMARS #:</b> FAC81	Options to renew: Two, 2-year options to renew.
<b>Contract Manager:</b>	Sara Urato – Sara.Urato@state.ma.us – 617-720-3319
<b>This contract contains:</b> Small Business Purchasing Program (SBPP), Supplier Diversity Office (SDO) Contractors and Environmentally Preferable Products (EPP), Prompt Payment Discount	
<b>Last change date:</b>	<b>September 22, 2014</b>

### Contract Summary

This is a multi-award contract, by region, offering all eligible entities the ability to solicit quotes and utilize janitorial companies of varying sizes for their cleaning needs. This contract provides many qualified janitorial contractors who will be responsible for providing the cleaning services required to maintain Commonwealth Departments, municipalities, schools and other eligible entities. Services provided under this contract are not intended to be used to replace any current janitorial staff engaged by agencies that provide such services.

Prevailing Wage Rates are required to be paid for this contract ***but only apply to employees of contractors which provide cleaning and maintenance services for public buildings, either owned or rented by the commonwealth (M.G.L. Chapter 149, Section 27H).*** Cities, Towns and School districts using this contract are not subject to Prevailing Wage requirements, as cited in the above section.

Departments were allowed to continue with their FAC67 janitorial company, if that company has an award under FAC81, the new engagement will be governed by the new terms of FAC81. Those departments who choose to continue with their FAC67 janitorial service must obtain current prevailing wage rates (for Commonwealth owned or rented public buildings only) and create a new encumbrance under FAC81, and we encourage departments to consider obtaining quotes from other vendors to ensure you are still getting best value, as the price structure/approach is different than FAC67. All new engagements must solicit quotes from their regional awarded contractors in accordance with the process identified in this document.

*NOTE: This contract is not intended for use by the Department of Capital Asset Management and Maintenance (DCAMM) for those facilities that are part of the Integrated Facility Management (IFM) regions of DCAMM, including the Government Center Complex. The FAC81 contracts are primarily intended for use by medium to small sized facilities that are not part of DCAMM IFM. Any facility that is absorbed by the DCAMM IFM Region during the life of this contract will not be required to continue to use FAC81 once the transition is completed, and any agreed upon statement of work will be terminated.*

In addition, this solicitation requires the use of environmentally preferable, or “green” cleaning products by all awarded contractors as required by Governor Patrick’s [Executive Order 515](#) and specified in the RFR wherever they are available for the purpose of protecting human health and the environment to the greatest extent possible. FAC81 vendors were required to submit their list of green products for review and approval prior to award. All products were required to be listed on the [OSD’s Approved Green Products List](#) (<http://www.mass.gov/anf/docs/osd/epp/agrn-products-list-fac59-081513.xlsx>). This list includes green chemicals that have been “Independently Third-Party Certified;” which means that the environmental claims as well as the product performance have been tested and certified by an established and legitimate, nationally-recognized certification program.

The services available under this contract include:

- Sweep floors and vacuum carpets.
- Empty waste receptacles.
- Trash removal.
- Office and bottle/can recycling.
- Hard floor buffing.
- Scrub, strip and seal work.
- Replenish paper towel, toilet paper and hand soap dispensers.
- Strip and apply non-slip or non-skid floor finish to restroom floors.
- Clean walls, partitions, including contiguous surfaces.
- Dust and wash columns, doors, and door frames.
- Vacuum upholstered furniture and full rug area.
- Spot clean carpet to remove all stains.
- Clean and vacuum all air diffusers.
- Wash windows.
- Clean ceiling areas, overhead pipes, wall fans, pictures, plaques, wall or ceiling diffusers, file cases, bookcases, etc.
- Office building garage cleaning.
- Optional: Snow removal of areas adjacent to the building(s) (walkways, stairways) and any limited routes to accessible areas where deemed appropriate.

## Benefits and Cost Savings

### HEALTH BENEFITS TO USING GREEN CLEANING PRODUCTS:

**The National Association of School Nurses says that using less toxic products to clean:**

- Reduces allergies and sensitivities, reduces absenteeism, improves indoor air quality, increases productivity, and enables higher test scores;
- Involves greater safety in handling for custodians and cleaning staff as ingredients in common cleaning products have been linked to triggering asthmatic episodes, cancer, effects on the nervous system, reproductive organs, kidneys, liver and hormones.

## **COST SAVINGS and OTHER BENEFITS**

- Service providers using green cleaning products can save themselves and their customers money by purchasing and using a single product with different dilution rates depending on the job;
- Many of the products have automatic dispensing systems which reduce over use of products and product exposure to employees;
- Vendors have submitted in their RFR FAC81 Response details on the experience level of staff members and how background checks and CORI/SORI requirements are performed and documented. Departments may request to receive such information when getting quotes from vendors. Vendors have also agreed to detail within the Statement of Work document (to be used for all jobs under this contract), their established work schedules, identified staffing, supplies and equipment, performance requirements, and compliance with environmental specifications that are similar to third party industry cleaning standards which can be monitored by the Strategic Sourcing Services Team (SSST).

## **Who Can Use This Contract?**

**Applicable Procurement Law:** MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00

**Eligible Entities:**

01. Cities, towns, districts, counties and other political subdivisions
02. Executive, Legislative and Judicial Branches, including all Departments and elected offices therein;
03. Independent public authorities, commissions and quasi-public agencies
04. Local public libraries, public school districts and charter schools;
05. Public Hospitals, owned by the Commonwealth;
06. Public institutions of high education
07. Public purchasing cooperatives;
08. Non-profit, UFR-certified organizations that are doing business with the Commonwealth;
09. Other states and territories with no prior approval by the State Purchasing Agent required; and
10. Other entities when designated in writing by the State Purchasing Agent.

## **Pricing and Purchase Options**

**Pricing:** This contract does not contain specific pricing, but is established as a Qualified List of vendors. Contract users wishing to engage an FAC81 janitorial contractor must create a Statement of Work (with region prevailing wages only if the requesting department is a Commonwealth owned or rented office/facility) and which must be used to **solicit at least three quotes from contractors in their region**, to be evaluated with best value criteria applied.

**NOTE For Commonwealth Owned or Rented Facilities:** Prevailing Wage Rates must be obtained by the Commonwealth Buying Entity directly from the Division of Labor Standards (DLS): <http://www.mass.gov/lwd/labor-standards/prevailing-wage-program/> at the time of Statement of Work preparation and for contractor use when engaged with the Buying Entity.

**Statement of Work (SOW):**

Contract users must complete a detailed Statement of Work for any engagement to be completed under this contract and are required to have vendors conduct a site visit prior to making an award. The SOW template can be found under the “Attachment” tab on COMMBUYS under each District’s MBPO; it is recommended that buyers use this format to request the following list and any other information as required by the engaging entity:

- Scope of Services/Deliverables
- Dates & Location of service
- Detailed Budget
- Estimated total costs
- # of staff/rate(s) per hour
- List of Approved Green Cleaning Products

#### **Required Documentation from Contractor:**

- Vendors are required to submit completed payment vouchers and all required signed documentation to the designated buyer personnel for processing. Vendors are obligated to pay prevailing wage rates to their employees who work in Commonwealth owned or rented facilities under this contract. Please report any known or suspected underpayment or non-payment of the prevailing wage to OSD for referral to the Attorney General’s Office and the Department of Labor and Workforce Development. There is no Commonwealth form to report weekly janitorial prevailing wage, as there is for construction.
- For non-Commonwealth owned or rented facilities, invoices for services rendered during the previous month must be submitted to the hiring entity according to the terms of the Statement of Work.

## **Additional Information**

**GREEN CLEANING PRODUCTS AND PRACTICES:** *Executive Order 515, Establishing an Environmental Purchasing Policy* issued by the Patrick-Murray Administration in 2009, **requires all janitorial service companies** providing services to Executive Branch Agencies to use environmentally preferable (green) cleaning products and practices as specified in Commonwealth statewide contracts. In particular, all vendors are required to use products listed on the [OSD’s Approved Green Products List for FAC59](#). FAC59 is the Statewide contract for Green Cleaning Products, Programs, Equipment and Supplies, and includes all products and services to assist in implementing a green cleaning program. It is not a requirement that FAC81 vendors use FAC59 vendors to purchase their products; however they must only use products that are on the Approved Green Products List. This list includes green chemicals that have been “Independently Third-Party Certified,” which means that the environmental claims as well as the product performance have been tested and certified by an established and legitimate, nationally-recognized certification program.

- Using less toxic products benefits Commonwealth citizens on many levels:
- reduces the risks to custodians and cleaning staff who are handling the products;
- improves indoor air quality for building occupants as a result of lower volatile organic compounds (VOCs);
- significantly lessens the amount of toxic substances going down the drain and into water and soil, which also impacts plants and animals in the area; and

- offers efficiencies in cleaning via dispensing systems that control use and equipment that does the job the same or better with less or no chemical use; **these all add up to saving money.**

**DISTRICTS:** Listed below are the districts that this contract is divided into, and that contractors have been awarded within. The districts are based on the MASSDOT published list of state districts, accessible at this website: <http://www.mhd.state.ma.us/default.asp?pgid=dist/distRoot&sid=wrapper&iid=dist/dist.asp>

#### **Comments and Complaints:**

Comments and/or complaints regarding any aspect of this contract can be emailed directly to the OSD Contract Manager, Sara Urato at [sara.urato@state.ma.us](mailto:sara.urato@state.ma.us)

## **How to use this contract in COMMBUYS**

### **Contract Structure**

This contract has been set up as a distributor model (solicitation enabled) Master Blanket Purchase Order (MBPO) in COMMBUYS. A Solicitation Enabled Distributor Model MBPO is a single MBPO that has multiple vendors listed as distributors. This allows you to solicit quotes within COMMBUYS, award and place the order through COMMBUYS.

There are 28 total vendors on this contract and 7 different distributor model Master Blanket Purchase Orders (MBPO). Each MBPO contains a list of the vendors for the specific district they have been awarded, and a separate MBPO for vendors awarded Statewide. Most vendors appear on multiple MBPOs. The Contract User Guide, Statement of Work Template and Vendor Information Reference sheet has been attached to all MBPOs.

Each Master Blanket Purchase Order has one line with a variation on the district:

1. *Janitorial Services, District 1 Vendors, Environmentally Preferable, Custodial Service. Contract Services include but not limited to: Sweeping, vacuuming, cleaning, trash removal, recycling, window washing, dusting, and optional snow removal. A Statement of Work is required and contract users must solicit at least three quotes from the available vendors. Prevailing wage is required for Commonwealth owned and rented facilities.*

### **How to place an order**

At least three (3) quotes must be solicited from vendors on this contract and quoting on this contract should be done through COMMBUYS. Contract Users must create a Statement of Work (SOW), or use the SOW Template available under each MBPO. To create the bid for quoting through COMMBUYS, follow the below steps.

1. Start with a New Requisition, on the General Tab, Fill in all required information and **make sure** to check off the Solicitation Enabled check box.
2. Within the requisition, Click on the Items tab, click 'Search Items'; then click the plus sign next to Advanced Search to do an advanced search. Use FAC81 in the *Description* field; or enter the MBPO

number in the *Contract / PO#* field. If entering only FAC81 in the *Description* field, a list of seven (7) line items will appear, below is a list of the MassDOT districts and the cities and towns that fall under each district.

3. Once item is added to the requisition, COMMBUYS will bring you to the Items tab and have an error message saying that the line item needs to have a value greater than 0. Click on **Enter Info** under the **Catalog Price/ Unit Cost** and enter in the **estimated cost**. This can be hidden from the bid before sending it to the vendors.
4. Next click on the Distributor tab and select the vendors you want to solicit quotes from.
5. Attach your Statement of Work and any other pertinent documents in the Attachment tab, making sure to check the box that says Show to Vendor.
6. The Reminders tab can be used for internal reminders.
7. Review the Summary Tab, and then Submit for Approval.
8. Once Approved, the Requisition will turn into a bid ready for purchasing, once it is in this status, you will need to click Convert to Bid.
9. Once it is converted to a bid, you will go through the tabs and enter in the required information. On the Items tab you can delete the cost that was previously entered on the requisition so no estimated cost shows to the vendor, or if you leave the previously entered cost this will show to the vendor as an estimated cost.
10. Once everything is review, it is then submitted for approval and sent to the vendors.
11. The vendors will then do a walk through as specified in the SOW and submit their response through COMMBUYS and the bid can then be award.

## Vendor List and Contractor Information

*The awarded contractors are listed below. Please refer to the MBPO's on COMMBUYS for updated vendor information, and contract information including the Statement of Work template, RFR, and Spreadsheet with Vendor Contact information, Districts and Prompt Pay Discounts.*

Vendor	Address	Districts
A-1 Clean Team, Inc. a1cleanteam@hotmail.com 617-650-1273	198 Bourne Rd Plymouth MA 02360	Districts 3,4,5,6
Advanced Maintenance Solutions advancedmaintenanceinc@gmail.com 978-922-3911	46 Middlebury Ln. Beverly MA01915	Districts 3,4,5,6
ABM Janitorial Services, Northeast Inc. Christopher.fallon@abm.com 617-591-6615	59 Innerbelt Road Somerville MA 02143	Districts 1,2,3,4,5,6
American Cleaning CO hvalerio@amercln.com 617-562-4000	94 Lincoln Street Brighton MA 02135	Districts 4,5,6
AMPM Facility Services brianl@ampmfs.com 781-622-1444 ext. 137	295 Weston Street Waltham MA 02453	Districts 3,4,5,6
BestPro Cleaning LLC diana@bestprollc.com 508-310-5406	509 Plantation Street Unit 103 Worcester MA 01605	Districts 3, 4, 6



C.M Cleaning Company teresa@cmcleaning.com 781-344-1441	32 Washington Street Stoughton MA 02072	Districts 5,6
CLEANCO jhauswirth@cleancocorp.com 781-890-2400	318 Bear Hill Road Ste. 8 Waltham MA 02451	Districts 1,2,3,4,5,6
Compass Facility Services bgreelish@compassfacility.com 978-352-7600	65 Jackman Street Georgetown MA 01833	Districts 1,2,3,4,5,6
Complete Cleaning Company, Inc. garry@complete-cleaning.com 781-598-1666	548 Chestnut Street Lynn MA 01904	Districts 1,2,3,4,5,6
Done Right Building Services Lincoln@donerightservices.com 617-236-0155	4 Copley Place Suite 125 Boston MA 02116	Districts 1,2,3,4,5,6
EcoSource LLC po@ecosourcellc.net 603-685-4674	2 Manor Parkway Salem, NH 03079	Districts 3,4,5,6
Empire Cleaning Inc. Michael@empirecleaning.com 781-246-1223	669 Main Street Suite 1 Wakefield, MA 01880	Districts 1, 2, 3, 4, 5, 6
Facilities Management & Maintenance, Inc. esaenz@fmm-inc.com 617-561-7003	108 Maverick Street East Boston MA 02128	Districts 1,2,3,4,5,6
KleenRite Services Paixao Inc. DBA KleenRite Services kleenrite@gmail.com 413-737-7663	PO Box 2 Ludlow MA 01056	Districts 1,2,3
Kustom Services kellysleary@gmail.com 508-832-2442	853 Oxford Street South Auburn, MA 01501	Districts 2, 3, 4, 5, 6
M&M Contract Cleaning jmiller@mmcontractcleaning.com 508-427-1702	130 Liberty Street Unit 1b Brockton MA 02301	Districts 2,3,4,5,6
MD Stetson Co., Inc. DBA Facilitatech Services michael.glass@mdstetson.com 781-986-6161 ext. 127	92 York Avenue Randolph MA 02368	Districts 1,2,3,4,5,6
Mass Commercial Cleaning Inc. pconnly@macommclean.com 413-586-4696 ext. 101	140 Pine Street Florence MA 01062	Districts 1,2,3,4
McGarr Service Corp. roycambara@mcgarr-service.com 617-783-2777	311 Arsenal Street Watertown, MA 02472	District 6
Moura's Cleaning Service andre@mourascleaningservice.com 508-328-9474	43 Broad Street Hudson MA 01749	Districts 1,2,3,4,5,6
National Facility Services Inc. joe@nfsincorp.com 508-869-0777	730 Main Street Boylston MA 01505	Districts 1,2,3,4,5,6
Owens, Rens, & Lee DBA Owen's Reality Services sblack@owens-services.com 203-623-4042	2 Summit Place Bradford CT 06405	Districts 1,2,3,6
ResourceOne New England desplaine@r1ne.com 508-906-6075	6 Perry Drive Suite D Foxboro, MA 02035	Districts 3, 4, 6
Star Building Services hfamilia@sbsboston.net 617825-2266	525 Columbia Road Boston, MA 02125	Districts 4, 5, 6

S.J. Services Inc. dshea@sj-services.com 978-750-1033	20 Locust Street Danvers MA 01923	Districts 1,2,3,4,5,6
T&T Janitorial Services keith@tandtjanitorialservices.com 781-983-0584	1 Centre Street 3rd Floor Brockton MA 02301	Districts 1,2,3,4,5,6
UG2 LLC bdesaulniers@ug-2.com 617-913-8877	1 International Place 14th Floor Boston MA 02110	Districts 1,2,3,4,5,6

## Strategic Sourcing Services Team Members

Name	Department	Email
Kathy Reilly	Operational Services Division	<a href="mailto:Kathy.reilly@state.ma.us">Kathy.reilly@state.ma.us</a>
Deanne Daneau	Department of Environmental Protection	<a href="mailto:Deanne.daneau@state.ma.us">Deanne.daneau@state.ma.us</a>
Marcia Deegler	Operational Services Division	<a href="mailto:Marcia.deegler@state.ma.us">Marcia.deegler@state.ma.us</a>
Julia Wolfe	Operational Services Division	<a href="mailto:Julia.wolfe@state.ma.us">Julia.wolfe@state.ma.us</a>
Sara Urato	Operational Services Division	<a href="mailto:Sara.urato@state.ma.us">Sara.urato@state.ma.us</a>
Tina Urato	Massachusetts Emergency Management Agency	<a href="mailto:Tina.urato@state.ma.us">Tina.urato@state.ma.us</a>

## Summary of Where to Obtain Important Contract Information

If full statewide contracts details are required please refer to the FAC81 files listed under each Master Blanket Purchase Order. Each Master Blanket Purchase Order will be kept up to date with the most current contract information.

C168571-vCurrent – Conversion Vendor

PO-14-1080-OSD01-OSD10-00000000937 - District 1 Vendors

PO-14-1080-OSD01-OSD10-00000000940 - District 2 Vendors

PO-14-1080-OSD01-OSD10-00000000943 - District 3 Vendors

PO-14-1080-OSD01-OSD10-00000000947 - District 4 Vendors

PO-14-1080-OSD01-OSD10-00000000948 - District 5 Vendors

PO-14-1080-OSD01-OSD10-00000001378 - District 6 Vendors

PO-14-1080-OSD01-OSD10-00000001379 – Statewide Vendors



## Appendix A

### FAC81 Districts

#### District 1

Adams	Alford	Ashfield	Becket	Blandford
Buckland	Charlemont	Cheshire	Chester	Chesterfield
Clarksburg	Colrain	Conway	Cummington	Dalton
Egremont	Florida	Goshen	Granville	Great Barrington
Hancock	Hawley	Heath	Hinsdale	Huntington
Lanesborough	Lee	Lenox	Middlefield	Monroe
Monterey	Montgomery	Mount Washington	New Ashford	New Marlborough
North Adams	Otis	Peru	Pittsfield	Plainfield
Richmond	Rowe	Russell	Sandisfield	Savoy
Sheffield	Shelburne	Stockbridge	Tolland	Tyringham
Washington	West Stockbridge	Williamsburg	Williamstown	Windsor

#### District 2

Agawam	Amherst	Athol	Barre	Belchertown
Bernardston	Brimfield	Chicopee	Deerfield	East Longmeadow
Easthampton	Erving	Gill	Granby	Greenfield
Hadley	Hampden	Hardwick	Hatfield	Holland
Holyoke	Leverett	Leyden	Longmeadow	Ludlow
Monson	Montague	New Braintree	New Salem	Northampton
Northfield	Orange	Palmer	Pelham	Petersham
Phillipston	Royalston	Shutesbury	South Hadley	Southampton
Southwick	Springfield	Sunderland	Templeton	Wales
Ware	Warren	Warwick	Wendell	West Brookfield
West Springfield	Westfield	Westhampton	Whately	Wilbraham

#### District 3

Acton	Ashburnham	Ashby	Ashland	Auburn
Ayer	Bellingham	Berlin	Blackstone	Bolton
Boxborough	Boylston	Brookfield	Charlton	Clinton
Douglas	Dudley	Dunstable	East Brookfield	Fitchburg
Framingham	Franklin	Gardner	Grafton	Groton
Harvard	Holden	Holliston	Hopedale	Hopkinton
Hubbardston	Hudson	Lancaster	Leicester	Leominster
Littleton	Lunenburg	Marlborough	Maynard	Medfield
Medway	Mendon	Milford	Millbury	Millis
Millville	Natick	North Brookfield	Northborough	Northbridge
Oakham	Oxford	Paxton	Pepperell	Princeton
Rutland	Sherborn	Shirley	Shrewsbury	Southborough
Southbridge	Spencer	Sterling	Stow	Sturbridge
Sudbury	Sutton	Townsend	Upton	Uxbridge
Wayland	Webster	West Boylston	Westborough	Westford
Westminster	Worcester			

#### District 4

Amesbury	Andover	Arlington	Bedford	Belmont
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Beverly	Billerica	Boxford	Burlington	Carlisle
Chelmsford	Concord	Danvers	Dracut	Essex
Everett	Georgetown	Gloucester	Groveland	Hamilton
Haverhill	Ipswich	Lawrence	Lexington	Lincoln
Lowell	Lynn	Lynnfield	Malden	Manchester-By-The-Sea
Marblehead	Medford	Melrose	Merrimac	Methuen
Middleton	Nahant	Newbury	Newburyport	North Andover
North Reading	Peabody	Reading	Revere	Rockport
Rowley	Salem	Salisbury	Saugus	Somerville
Stoneham	Swampscott	Tewksbury	Topsfield	Tyngsborough
Wakefield	Waltham	Wenham	West Newbury	Wilmington
Winchester	Woburn			

### District 5

Abington	Acushnet	Aquinnah	Attleboro	Avon
Barnstable	Berkley	Bourne	Brewster	Bridgewater
Brockton	Carver	Chatham	Chilmark	Cohasset
Dartmouth	Dennis	Dighton	Duxbury	East Bridgewater
Eastham	Easton	Edgartown	Fairhaven	Fall River
Falmouth	Foxborough	Freetown	Gosnold	Halifax
Hanover	Hanson	Harwich	Hingham	Holbrook
Hull	Kingston	Lakeville	Mansfield	Marion
Marshfield	Mashpee	Mattapoisett	Middleborough	Nantucket
New Bedford	Norfolk	North Attleborough	Norton	Norwell
Norwood	Oak Bluffs	Orleans	Pembroke	Plainville
Plymouth	Plympton	Provincetown	Raynham	Rehoboth
Rochester	Rockland	Sandwich	Scituate	Seekonk
Sharon	Somerset	Stoughton	Swansea	Taunton
Tisbury	Truro	Walpole	Wareham	Wellfleet
West Bridgewater	West Tisbury	Westport	Whitman	Wrentham
Yarmouth				

### District 6

Boston	Braintree	Brookline	Cambridge	Canton
Chelsea	Dedham	Dover	Milton	Needham
Newton	Quincy	Randolph	Watertown	Wellesley
Weston	Westwood	Weymouth	Winthrop	